

Section 1

Processing SF-52s

Proponent: West CPOC

Sub-
Section
N/A

Topic

PERSACT Actions

Remarks

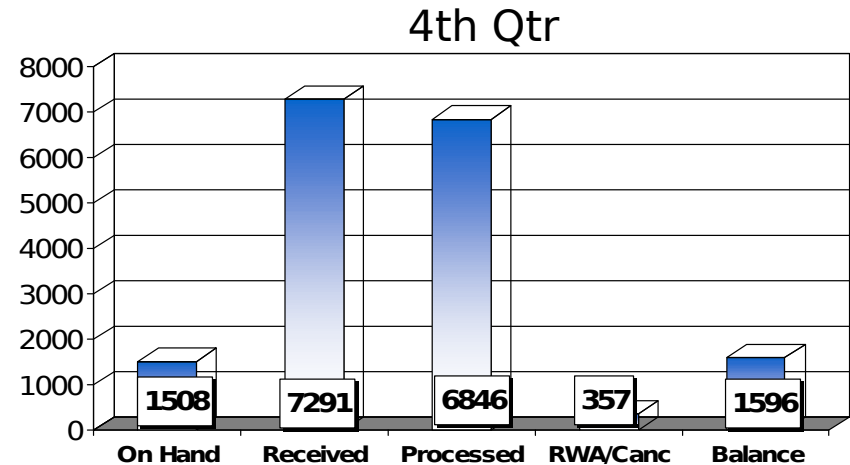
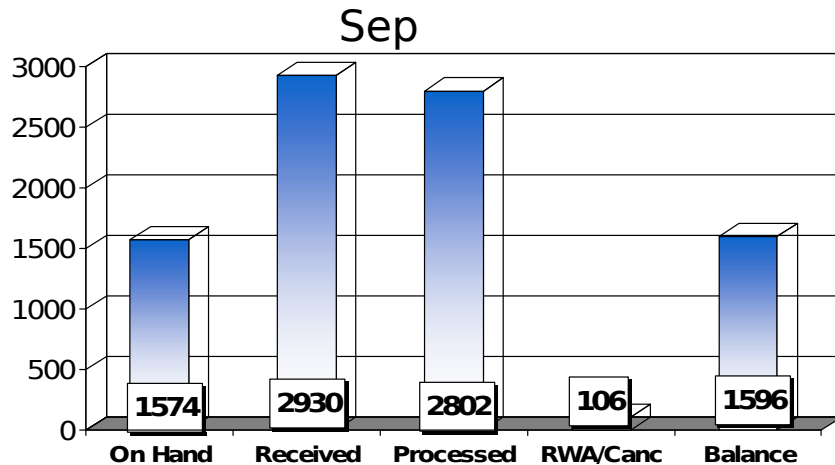
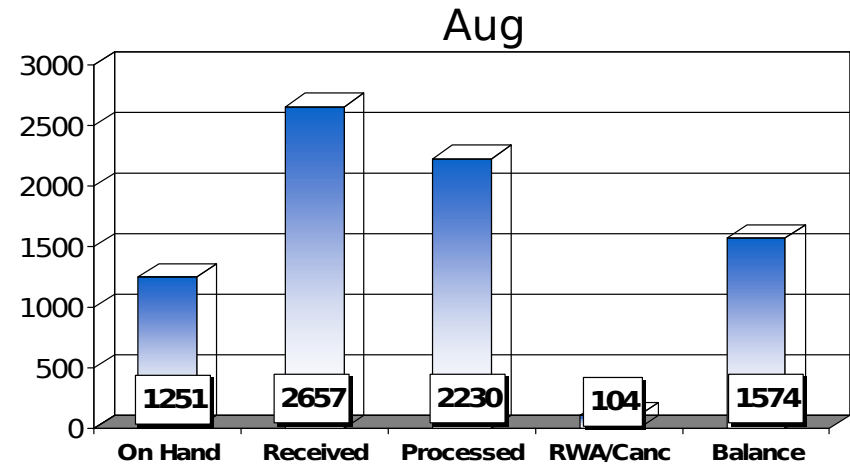
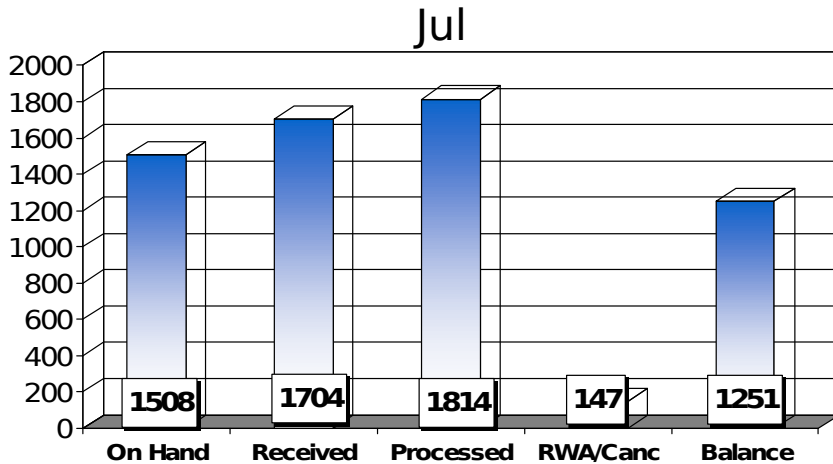
Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.



TOPIC: PERSACT Actions - All Serviced

4TH QTR-FY99

PROPONENT: WCPOC



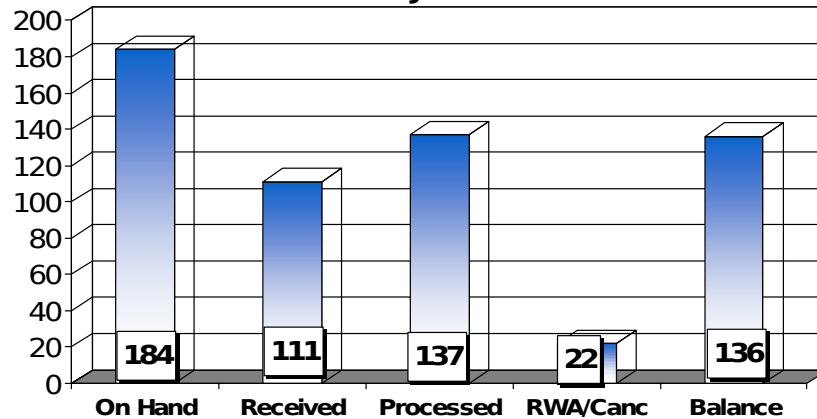
ANALYSIS: Balances on hand at the end of each month increased which is to be expected as serviced population continued to increase. COE, South Pacific Division transitioned on 4 Jul 99, and full Operating Capability (FOC) was reached on 1 Aug 99, with the transition of COE, Portland. Approximately 300 of the final balance are realignment actions which will be processed in October.

TOPIC: PERSACT Actions - Fort Irwin

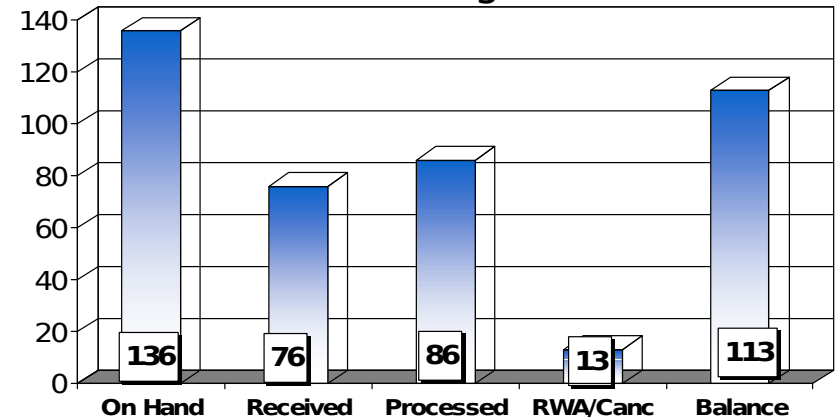
4TH QTR-FY99

PROPONENT: WCPOC

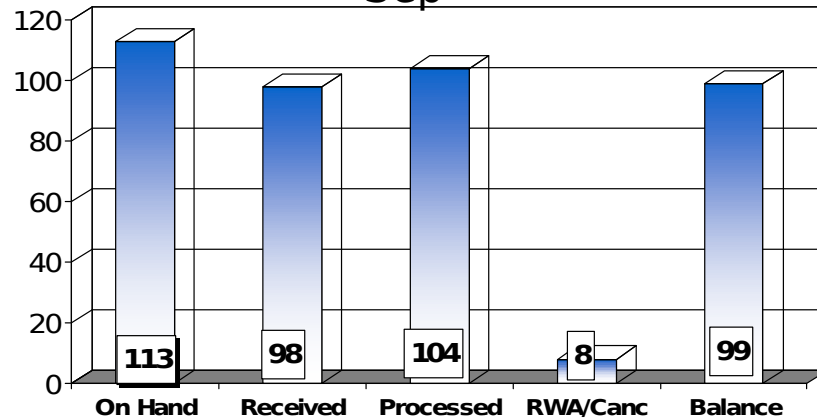
Jul



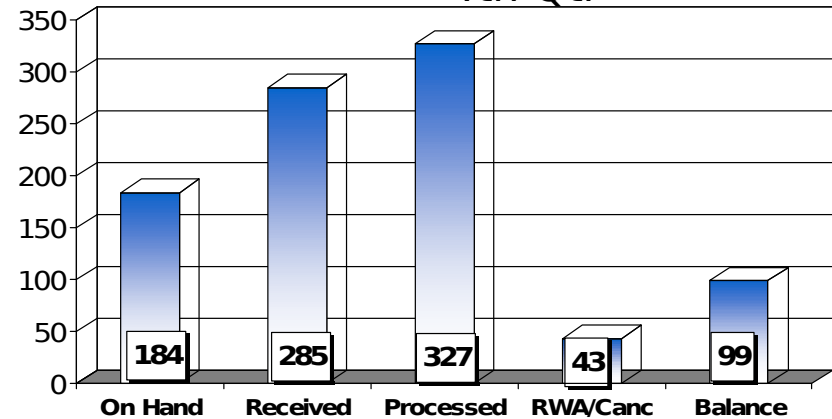
Aug



Sep



4th Qtr



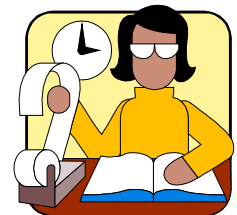
ANALYSIS: Volume is fairly stable for this activity. Balance at the end of the quarter was reduced significantly due to the completion of summer hire actions.

SECTION 2

Classifying Jobs

Proponent: WCPOC, Classification Division

| Sub-Section | Topic | Remarks |
|-------------|----------------------------------|---|
| A | Classification Actions Processed | Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review in the Division. Nonroutine actions require the classifier to do a job analysis or advisory. |
| B | New Position Descriptions | Indicates usage of Army tools for classification. |



TOPIC: Classification Actions Processed - All Serviced

4TH QTR-FY99

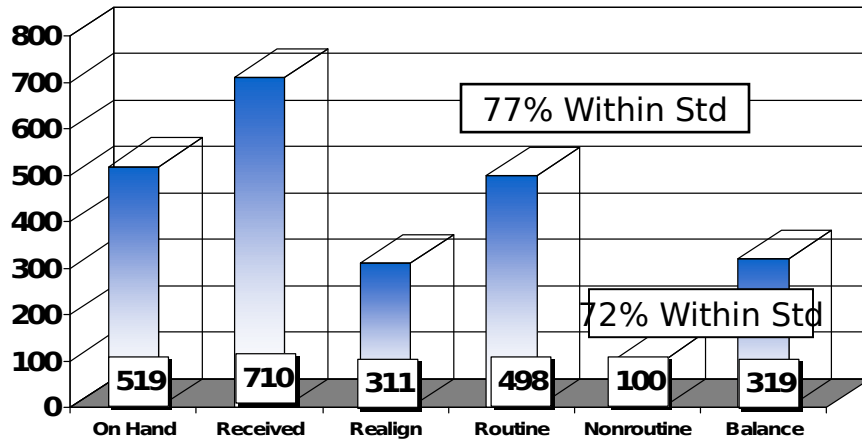
PROPONENT WCPOC- STANDARD:

Routine, 4 Days from Date Received in CD
Non-Routine, 30 Days from Date Received in CD

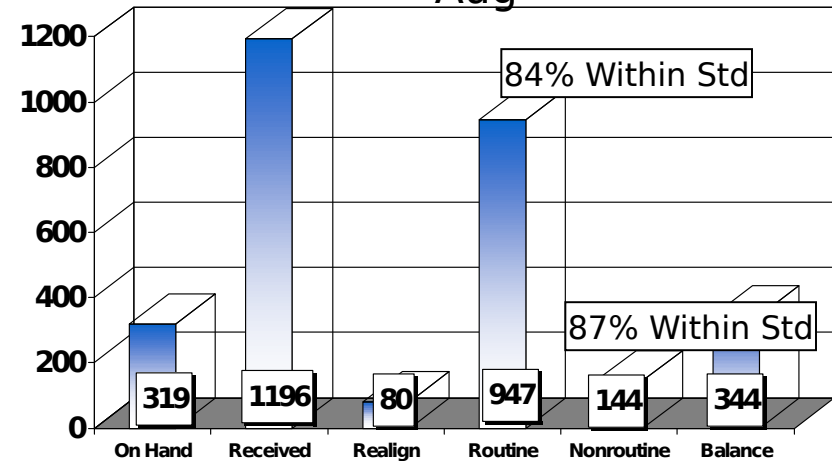
ASSESSMENT:

Routine: Amber
Non-Routine: Am

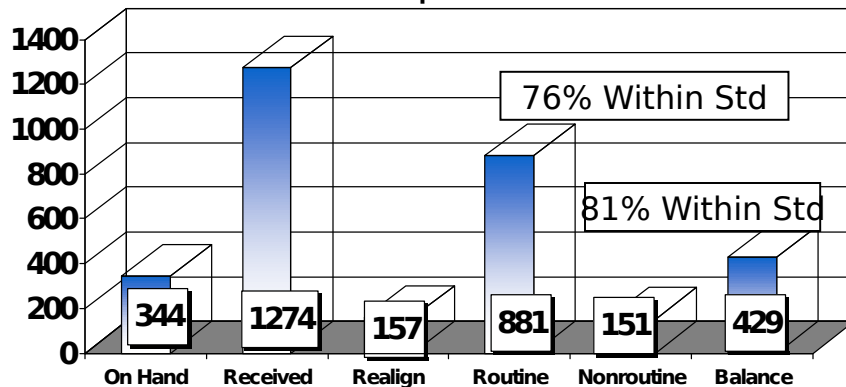
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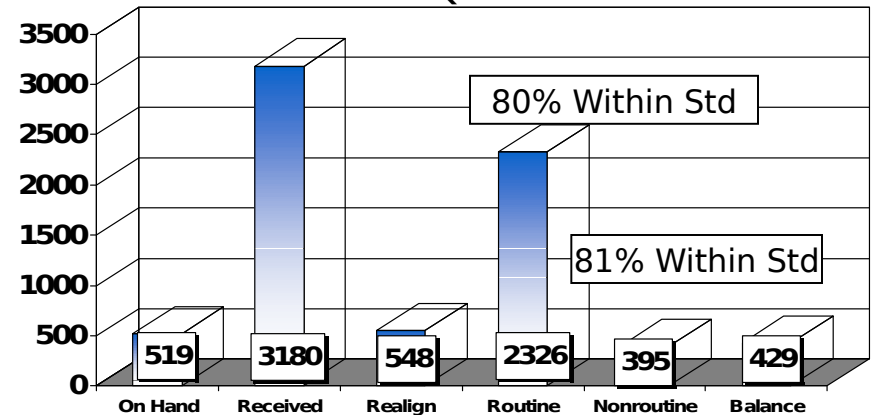
Aug



Sep



4th Qtr



ANALYSIS: Volume has continued to increase with the WCPOC reaching full operating capability during this quarter. Non-routine actions in standard declined from 85% the previous quarter while volume increased by 12%. In standard production for routine actions improved slightly over the previous quarter even with a 49% increase in volume. In the next FY a more systematic review of "at risk" actions will be conducted daily to assure

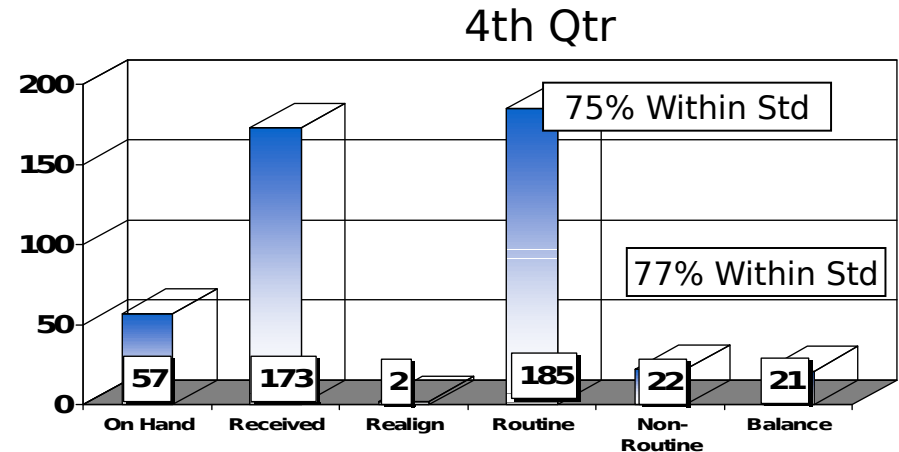
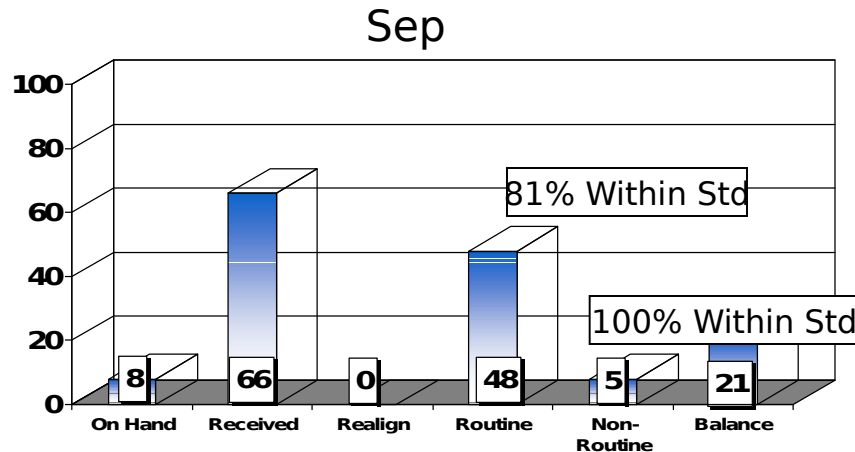
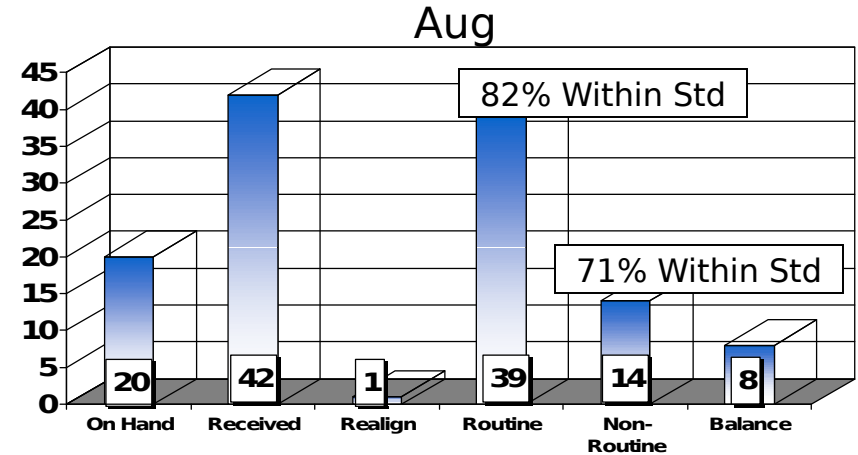
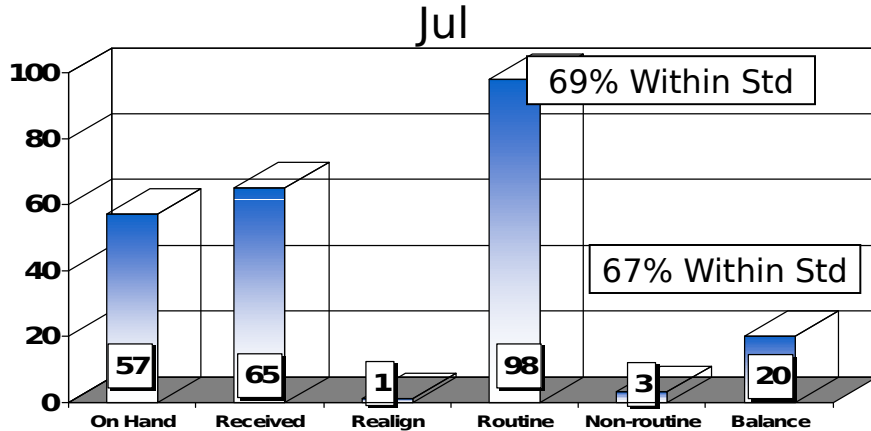


TOPIC:**Classification Actions Processed - Fort Irwin****4TH QTR-FY99****PROPONENT WCPOC-**

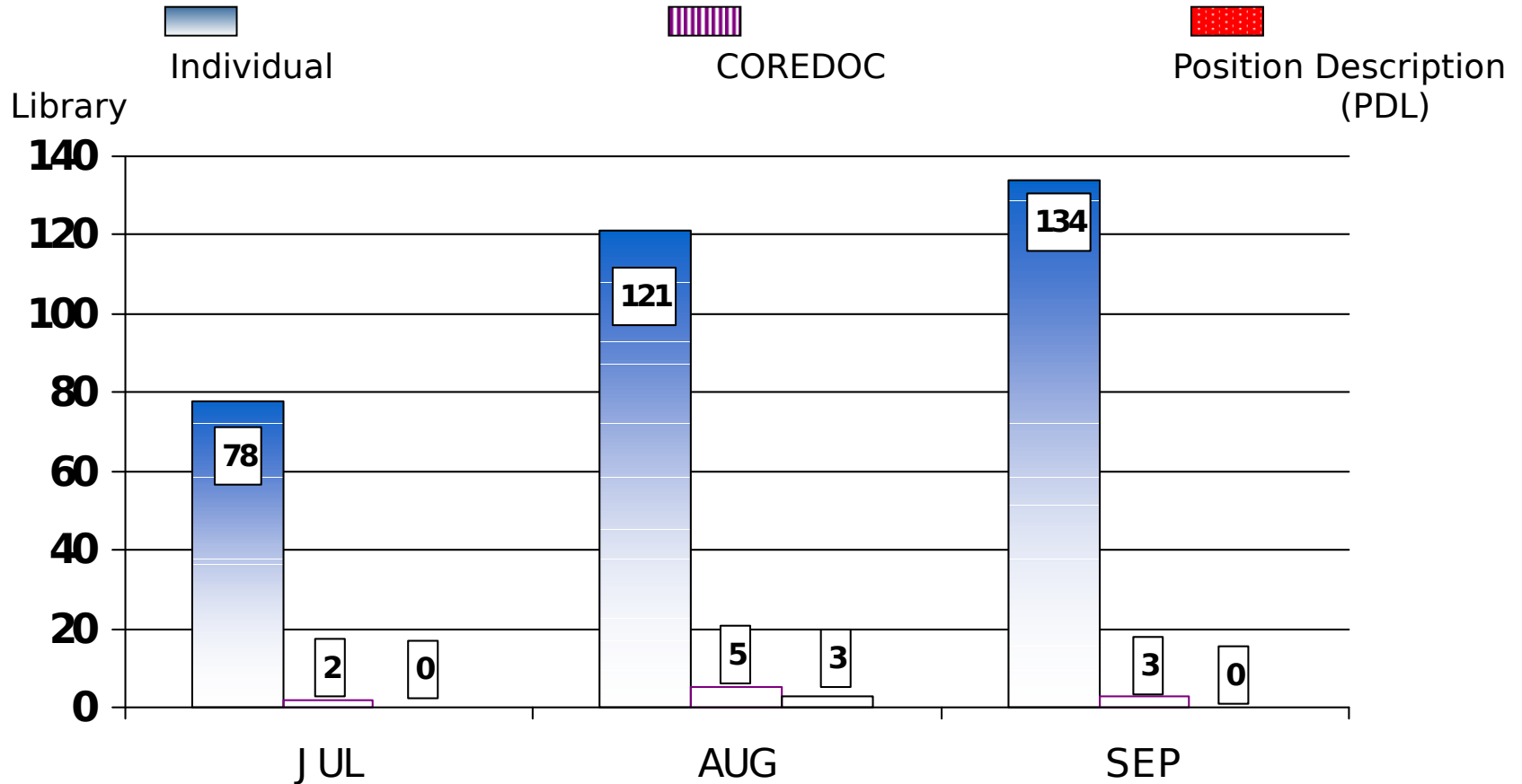
Routine, 4 Days from Date Received in CD

STANDARD:

Non-Routine, 30 Days from Date Received in CD

ASSESSMENT:**Routine: Amber****Non-Routine: Amber**

ANALYSIS: Even though the volume of routine actions continues to increase, the percent in standard increased from 68% to 75%. Non-routine volume declined, but in standard performance remained steady at 77%. More focused systematic production management in the future is expected to improve performance.

TOPIC:**New Position Descriptions****4TH QTR-FY99****PROPONENT WCPOC-
CD**

ANALYSIS: COREDOC and PDL are seldom used. The number of new job descriptions established continues a quarterly upward trend (9% increase over the previous quarter).

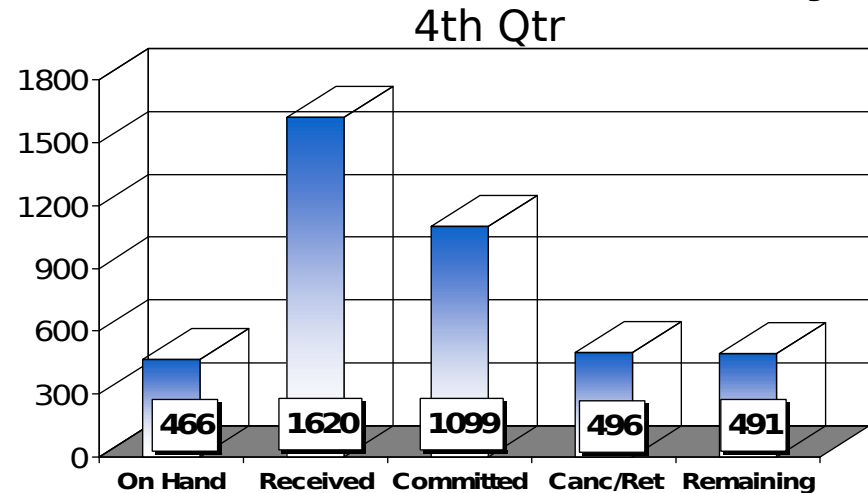
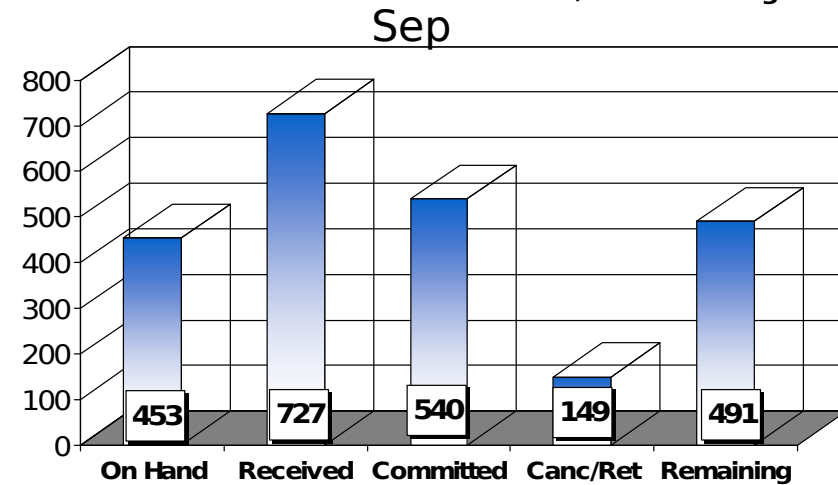
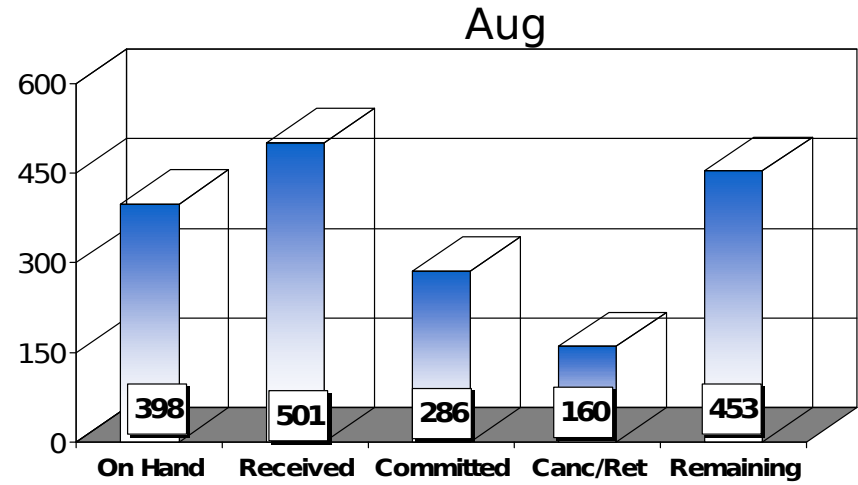
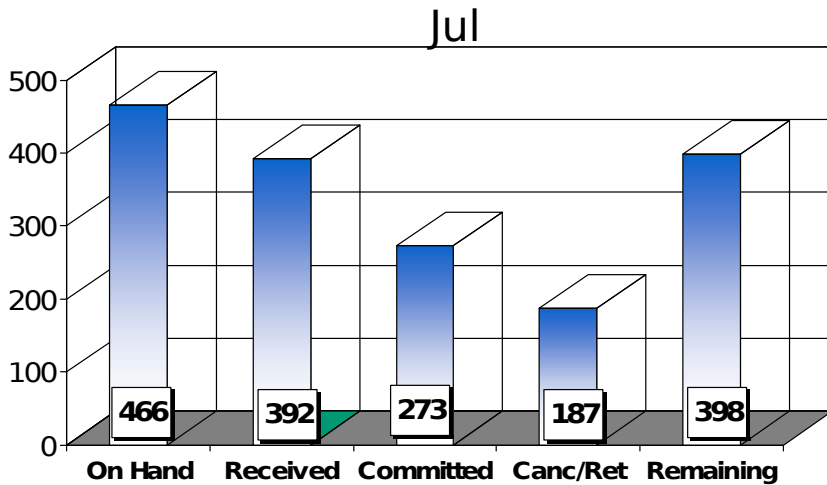
SECTION 3
Filling Jobs
Proponent: WCPOC, Staffing Services Division

| <u>Sub-Section</u> | <u>Topic</u> | <u>Remarks</u> |
|---------------------------|------------------------------------|---|
| A | Recruitment Activity – Jobs Filled | It illustrates how many jobs are being filled and the status of actions on hand at the end of the quarter. |
| B | Referral Lists Issued | Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in this Division. This includes both open and closed actions where referrals have been issued. |
| C | Resumes in Resumix Database | Depicts the number of resumes in the system from external and internal candidates. |
| D | Average Processing Time | Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter. |
| E | Management Feedback on Resumix | It illustrates management feedback on the Resumix process. |

TOPIC: Recruitment Activity - Jobs Filled - All Served

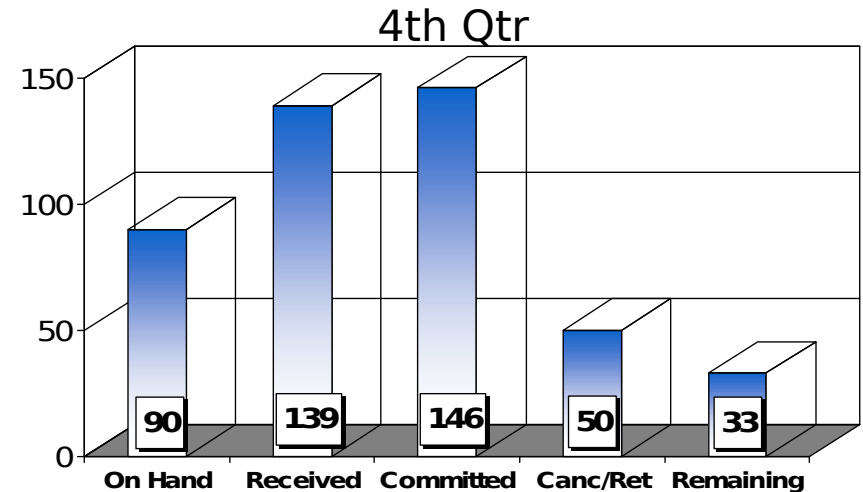
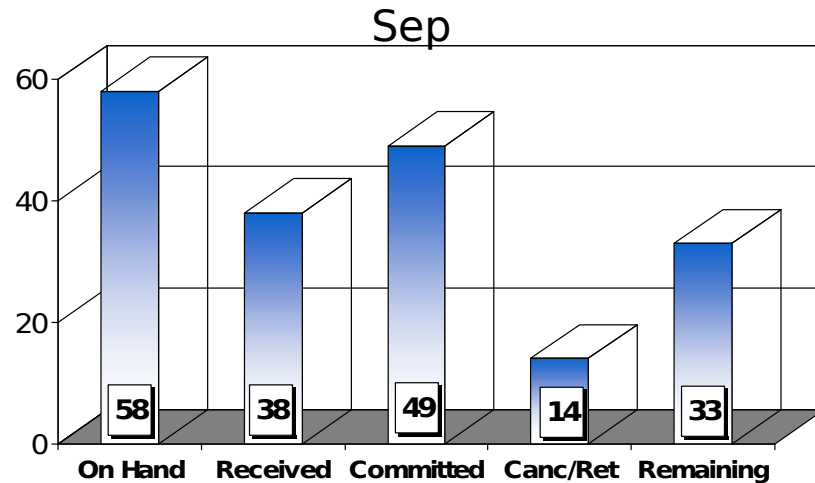
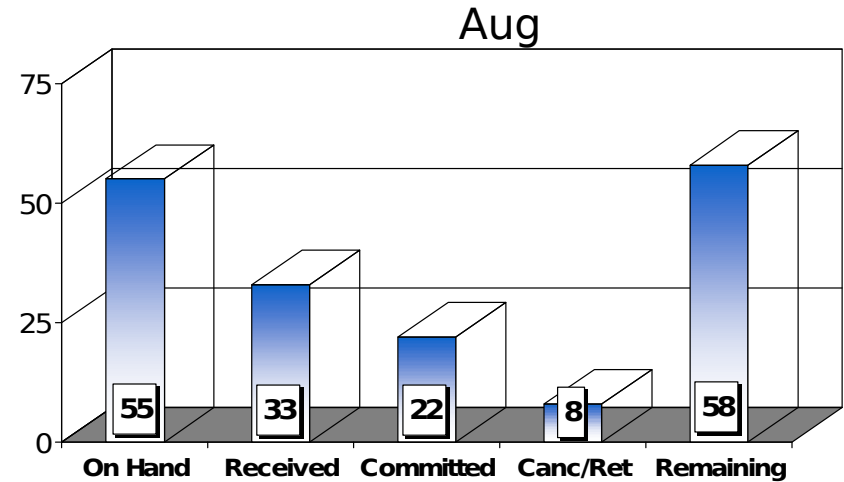
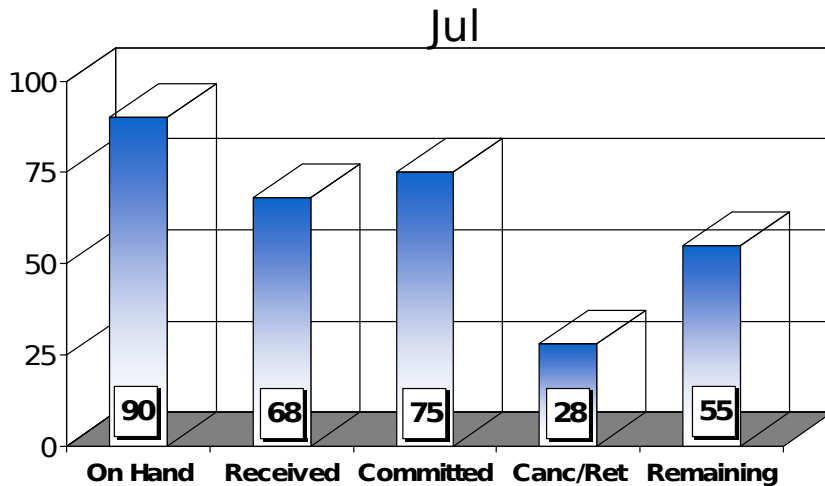
4TH QTR-
FY99

PROPONENT: WCPOC - SSD



ANALYSIS:

During the quarter 1099 positions were committed - 687 through competitive procedures, 59 through PPP and 353 through other non-competitive sources. This represents an increase of almost 33% from last quarter. Of the 491 actions remaining at the end of the quarter, 275 have referrals issued, 35 have PPP issues working and 181 are pending referral.

TOPIC:**Recruitment Activity - Jobs Filled - Fort Irwin****4TH QTR-
FY99****PROPONENT: WCPOC - SSD****ANALYSIS:**

During the quarter 146 positions were committed - 124 through competitive procedures, 6 through PPP and 16 through other non-competitive sources. Of the 33 actions remaining at the end of the quarter, 18 have referrals issued, 3 have PPP issues working and 12 are pending referral.

TOPIC: Referral Lists Issued - All Serviced

4TH QTR-

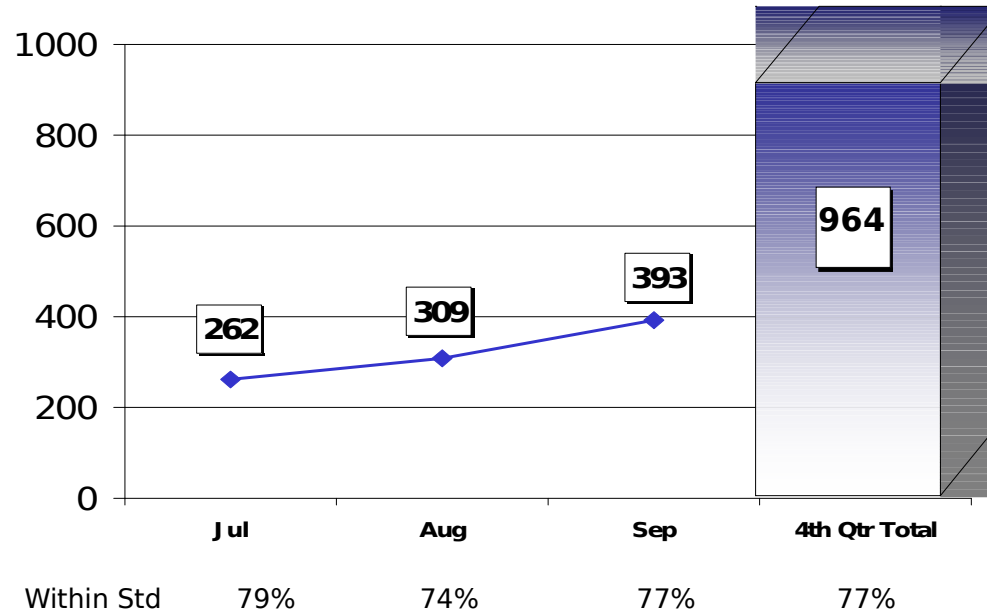
FY99

PROPONENT: WCPOC - SSD

STANDARD: Resumix: 5 Calendar Days from Date Received in SSD
DEU: 36 Calendar Days from Date Received in SSD

ASSESSMENT: Amber

Number of Referrals Issued



ANALYSIS: Referral timeliness remains constant at 77% when compared to last quarter's performance. Even though the number of referrals issued each month increased throughout the quarter, the percentage issued in standard remained constant. Continued emphasis will be placed on issuing quality and timely referral lists.



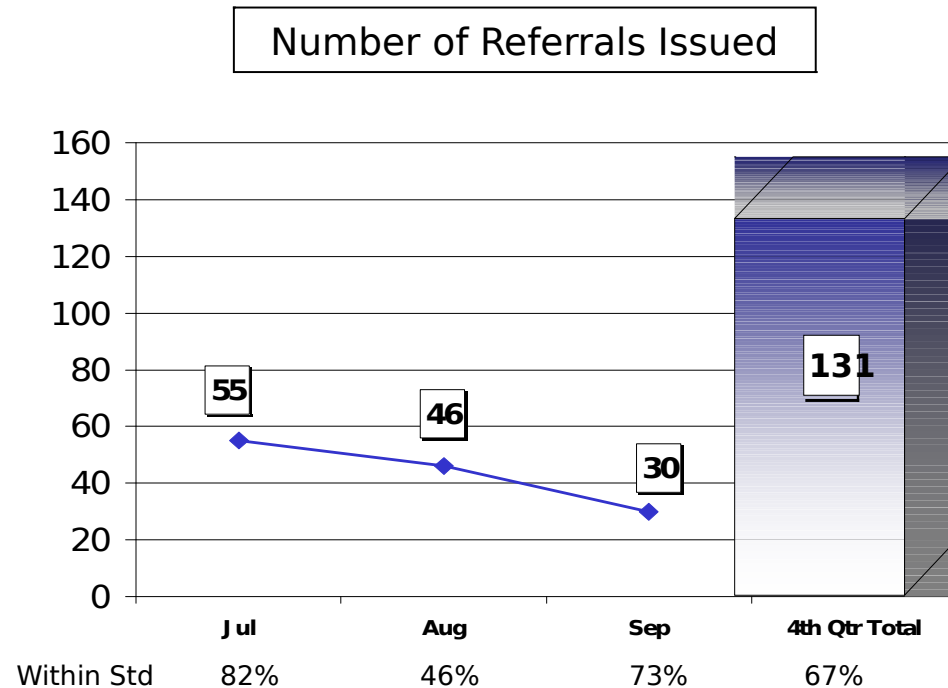
TOPIC: Referral Lists Issued - Fort Irwin

**4TH QTR-
FY99**

PROPONENT: WCPOC - SSD

STANDARD: Resumix: 5 Calendar Days from Date Received in SSD
DEU: 36 Calendar Days from Date Received in SSD

ASSESSMENT: Red



ANALYSIS: Referral timeliness decreased from 86% last quarter to 67% this quarter. The significant drop in referrals issued in standard in August is attributed to lack of candidates for 9 actions and PPP matches working for 13 actions.

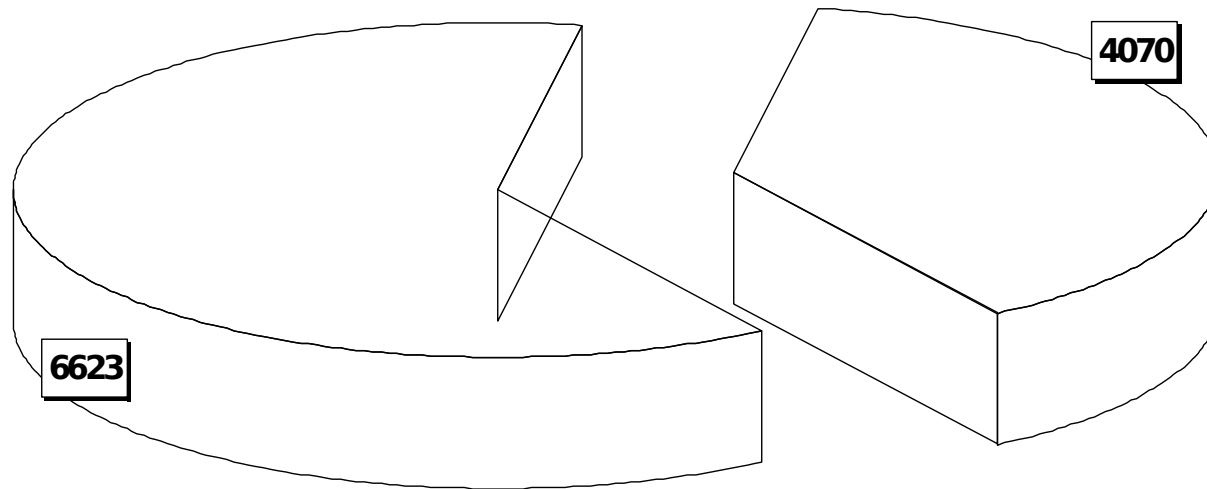


TOPIC:**Total Resumes in Resumix Database - All Serviced****4TH QTR-
FY99****PROPONENT: WCPOC - SSD**

External Applicants

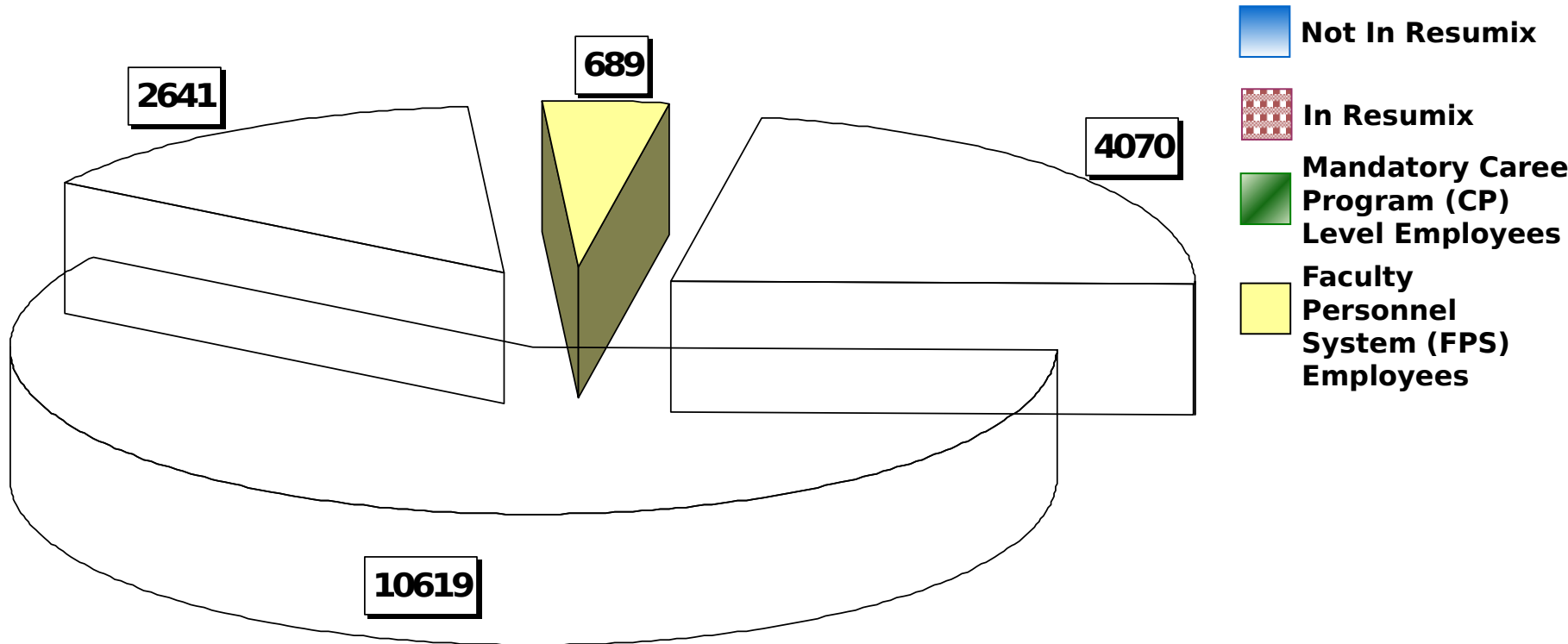


Internal Applicants

**Total Applicants in Resumix : 12,854****ANALYSIS:**

The total number of resumes in the database increased by 3,484 resumes from last quarter. This increase is significant considering that all external resumes over 6 months old were purged from the system this quarter. The purging of the external applicants was accomplished to keep the database current. The increase is also attributed to the addition of our last two CPAC's, COE, Portland and COE, South Pacific Division, as well as continued applicant response from our web site and USA JOBS.



TOPIC:**Internal Resumes in Resumix Database - All Served****4TH QTR-
FY99****PROPONENT: WCPOC - SSD**

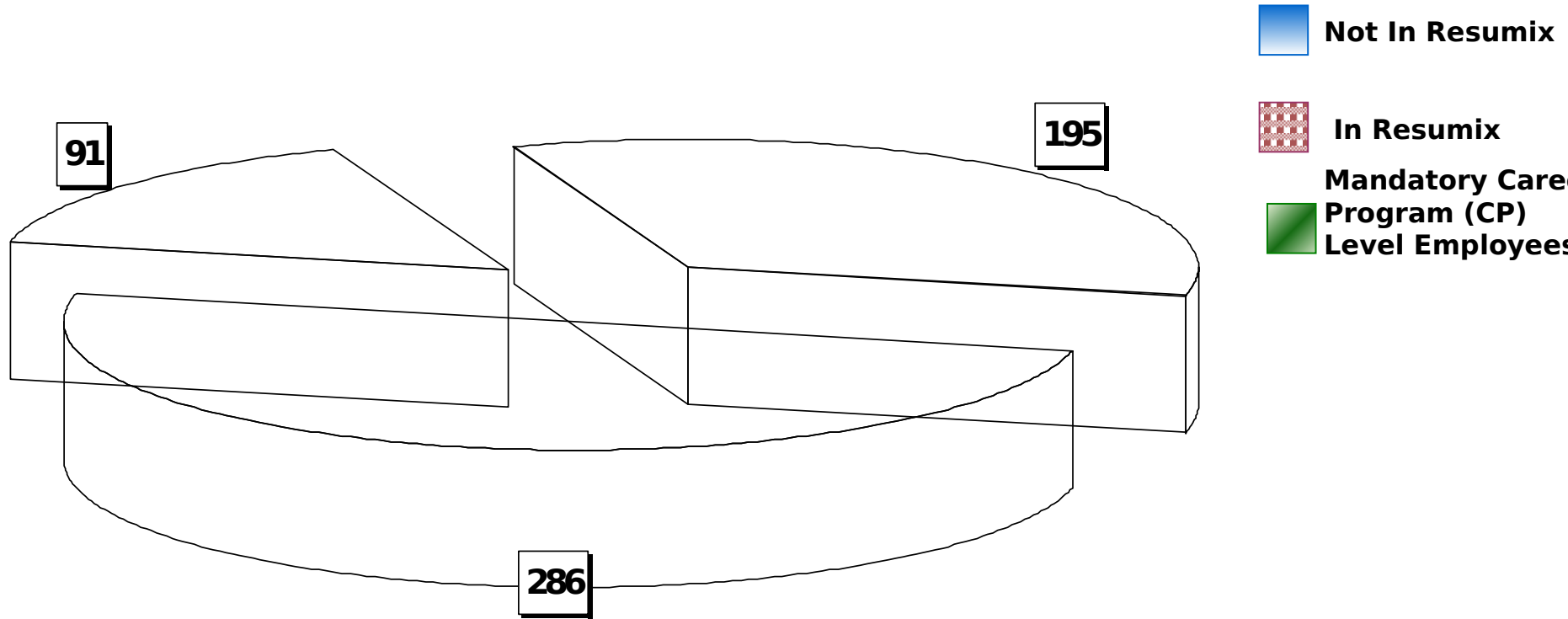
Total Population: 18,019

in Resumix (excludes mandatory CP level and FPS employees): 4,070 (28%)



ANALYSIS: Twenty-eight percent of the current serviced population has submitted resumes to the Resumix database, an improvement over the 25% reflected last quarter. Additional Resumix coaches' training, as well as expanded outreach efforts, are planned by several of the CPACs during the first quarter FY00. This is expected to ensure the continued positive upward trend of Resumix applications in the database.

| | |
|---|---------------------|
| TOPIC: Internal Resumes in Resumix Database - Fort Irwin | 4TH QTR-FY99 |
| PROPONENT: WCPOC - SSD | |



Total Population: 572

in Resumix (excludes mandatory CP level employees): 195 (41%)

ANALYSIS: Forty-one percent of the current serviced population has submitted resumes to the Resumix database, a significant improvement over last quarter's 29%. The CPAC continues to hold monthly Resumix workshops to assist both internal and external applicants in preparation of resumes.

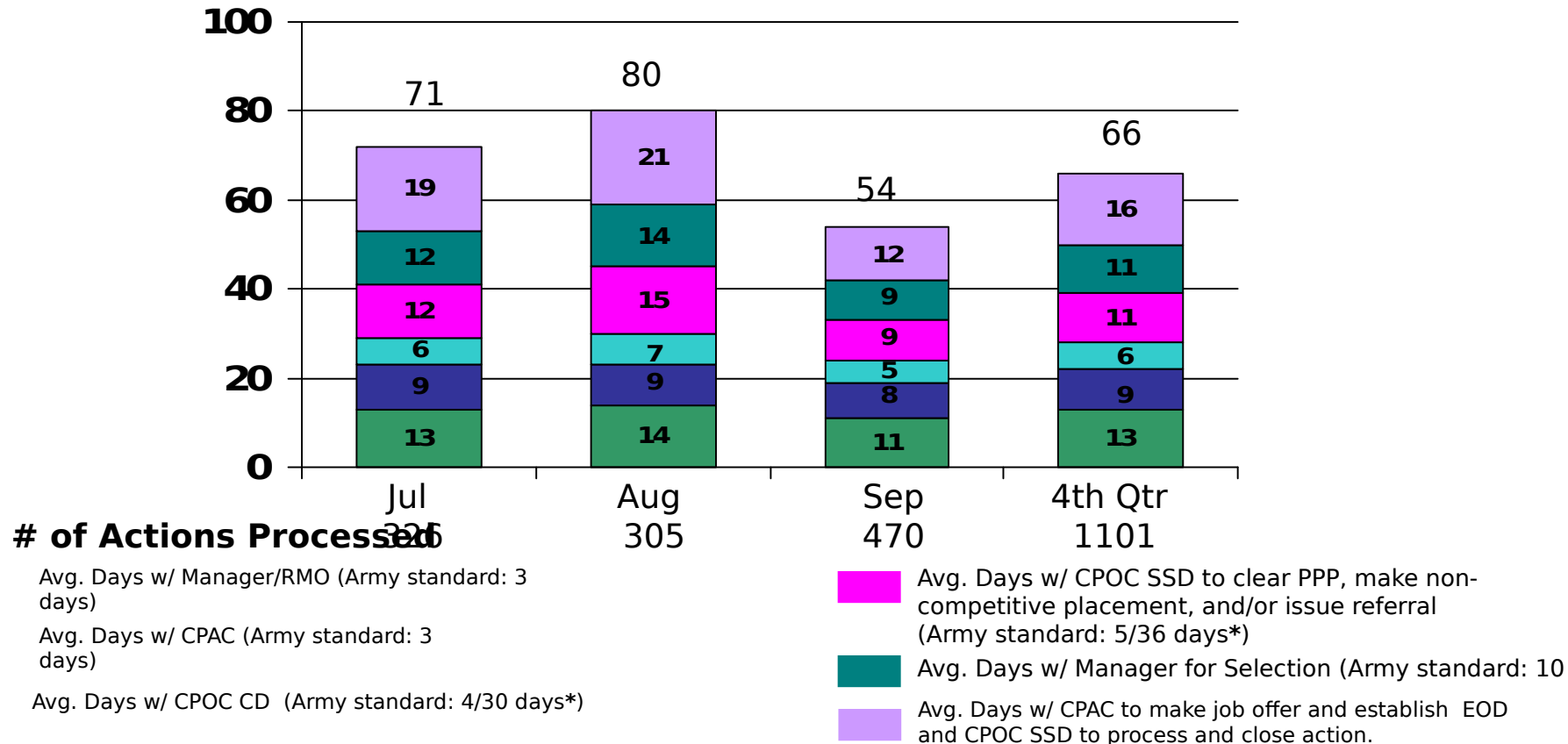


TOPIC: Avg Processing Time - Recruitment Actions - All Serviced (From Initiation to Closure)

4TH QTR-FY99

PROPONENT: West Region Partners

Army Average 99 Days 105 Days 99 Days



ANALYSIS:

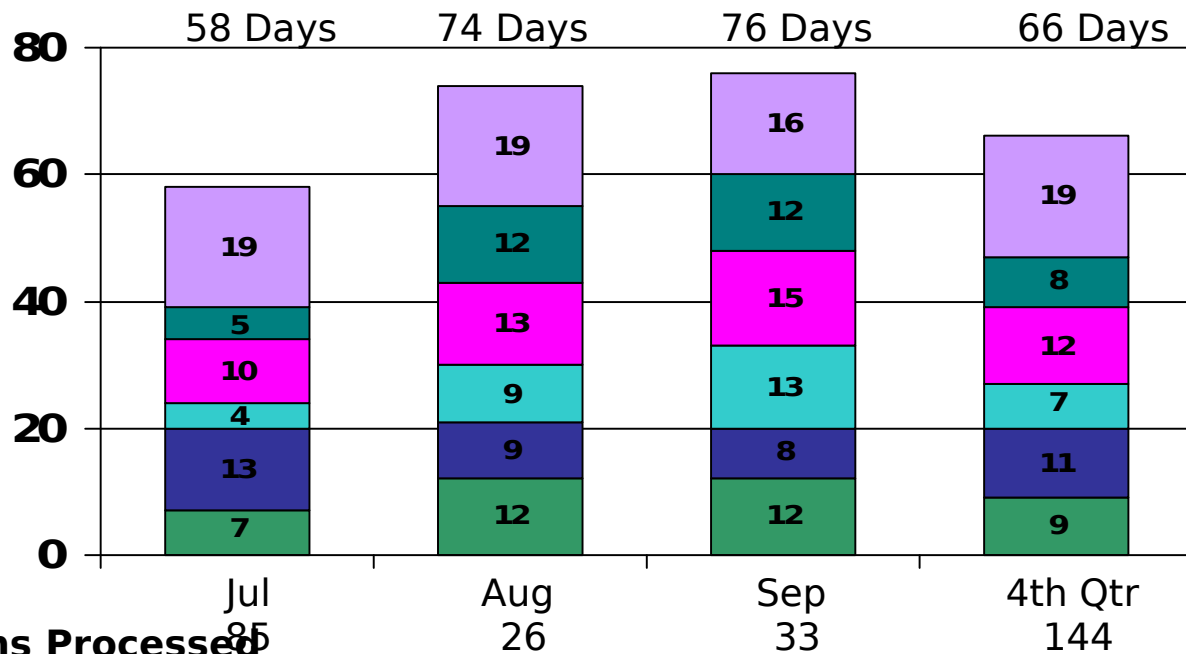
During the quarter 1101 recruitment actions were processed, up 47% from last quarter. The average time to process actions from initiation to closure improved to 66 days (80 days last quarter). West Region compares favorably with overall DA performance; fill time in July, August, and September respectively was 28%, 24%, and 45% below that of the overall Army fill time. When compared to the Army average, our fill time is excellent, but there is still room for improvement by Region partners in various components of the fill time continuum. Efforts will continue to improve both the quality of the process and the timeliness of filling positions.



TOPIC: Avg Processing Time - Recruitment Actions - Fort Irwin (From Initiation to Closure)

4TH QTR-FY99

PROPONENT: West Region Partners



of Actions Processed

- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC CD (Army standard: 4/30 days*)

- Avg. Days w/ CPOC SSD to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)
- Avg. Days w/ Manager for Selection (Army standard: 10 days)
- Avg. Days w/ CPAC to make job offer and establish EOD and CPOC SSD to process and close action.

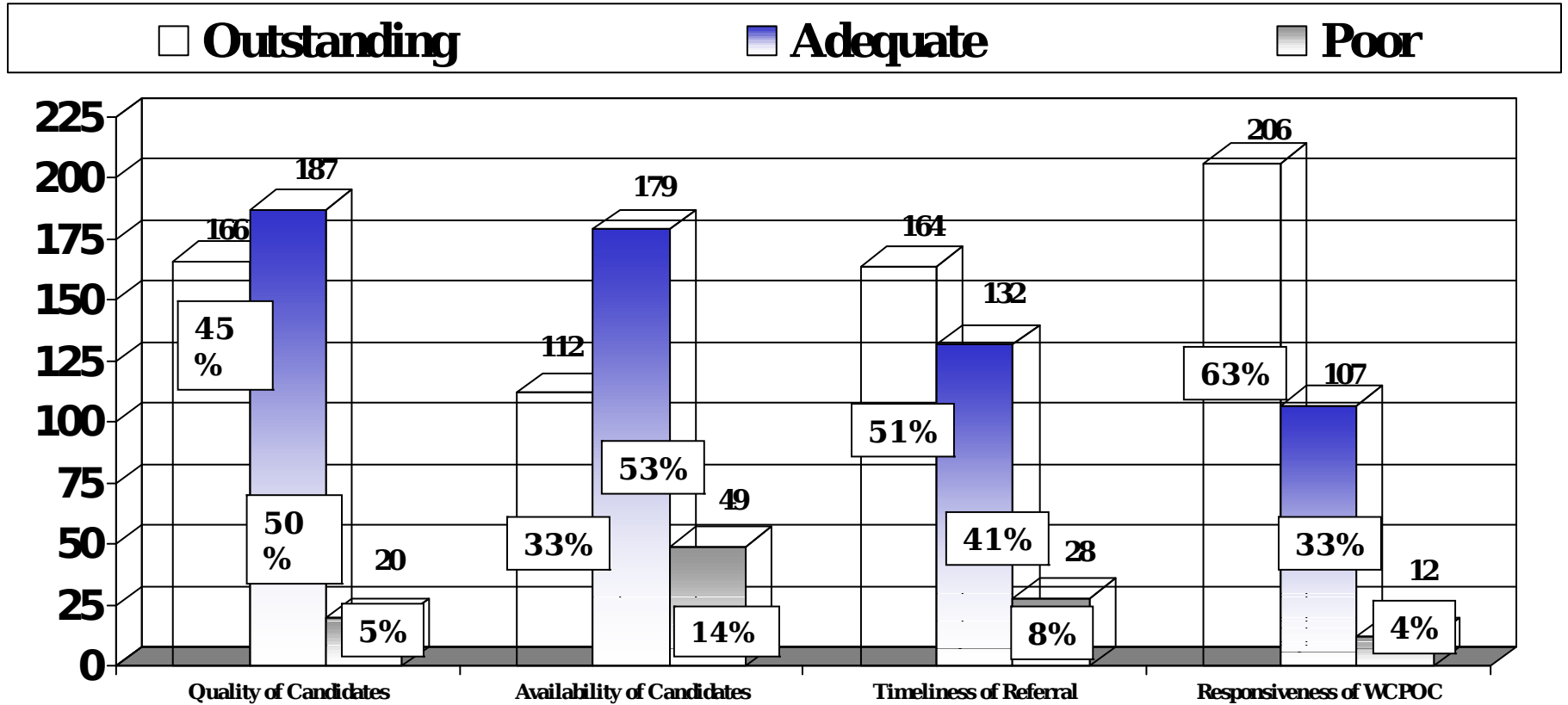
*standard varies with type of action/referral

ANALYSIS:

One hundred forty-four actions were closed this quarter in an average of 66 days from initiation by the manager to closure. Substantial improvement was noted both in total number of actions processed, which increased from 77 last quarter to 144 this quarter, and the average days to close, which decreased from 74 days to 66 days. In addition, the average days the referral is with management decreased from 11 days last quarter to 8 days this quarter, below the Army standard of 10 days.



| | | |
|-------------------|---|----------------------------------|
| TOPIC: | Management Feedback on Resumix Referrals - | THRU END OF 4TH QTR- FY99 |
| PROPONENT: | WCPOC - S&D Serviced | |



TOTAL Resumix REFERRAL LISTS ISSUED = 2491* TOTAL # FEEDBACK FORMS RETURNED = 551

*includes referrals for multiple grades

ANALYSIS: Selecting officials receive a feedback form with each referral list. Those returned indicate continued high level of satisfaction with Resumix referrals.

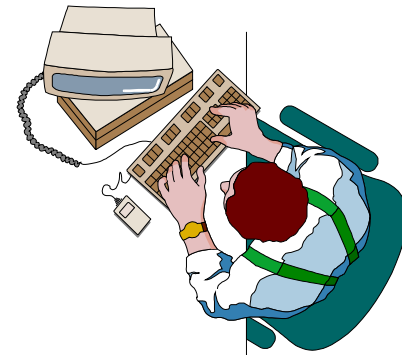


SECTION 4

Processing Personnel Actions

Proponent: WCPOC, Staffing Services Division

| Sub-Section | Topic | Remarks |
|-------------|-----------------------------------|--|
| A | Non-Recruitment Actions Processed | Illustrates processing timeliness and volume of personnel actions processed through PERSACT – to include such actions as resignations, retirements, name changes, and other non-competitive actions. |
| B | Awards Processed | Presents a picture of the volume and value of awards processed. |



TOPIC: Non-Recruitment Actions Processed - All Serviced

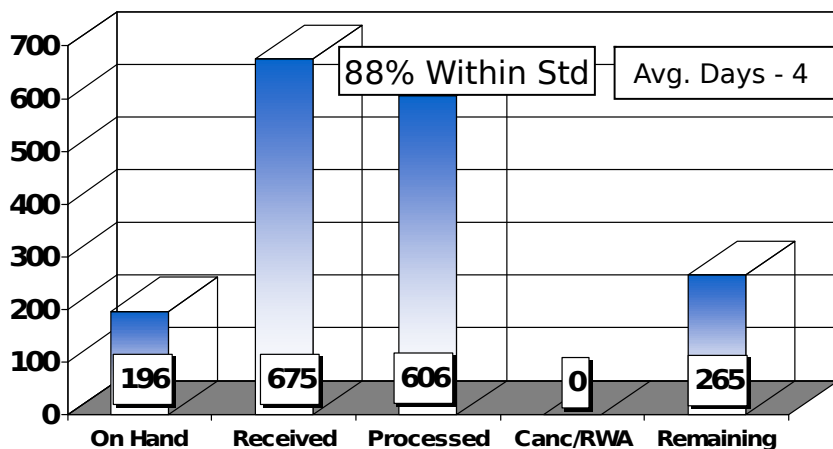
PROPONENT: WCPOC - SSD

STANDARD: 5 Calendar Days Avg. from Date Rec'd in SSD

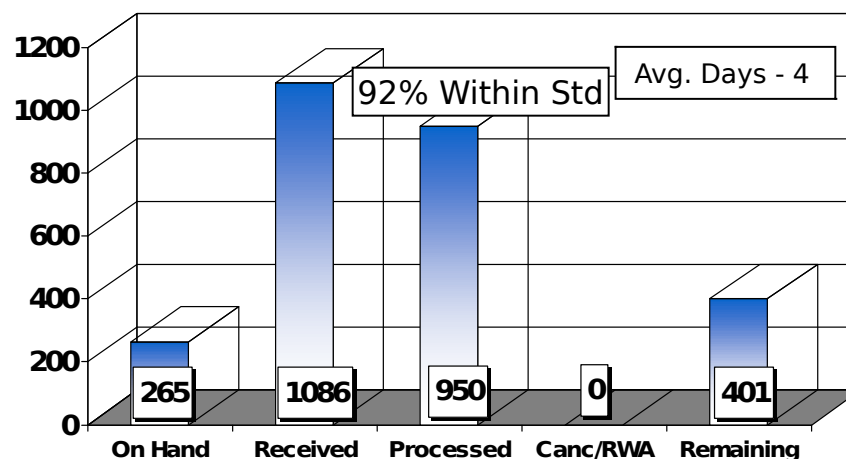
4TH QTR-FY99

ASSESSMENT: Green

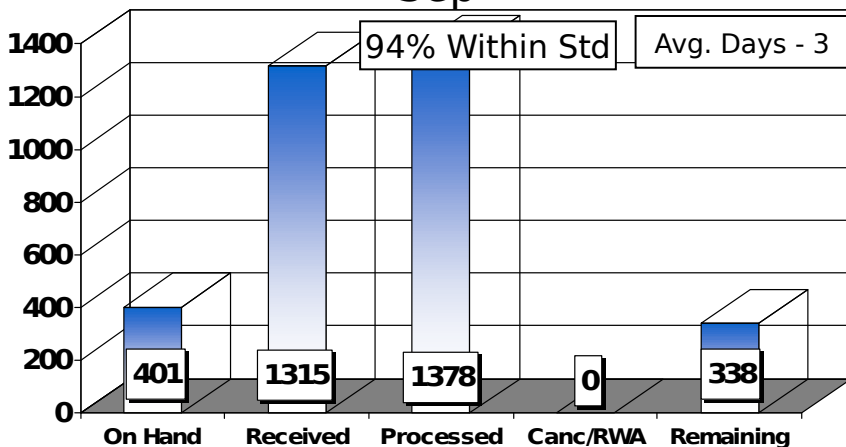
Jul



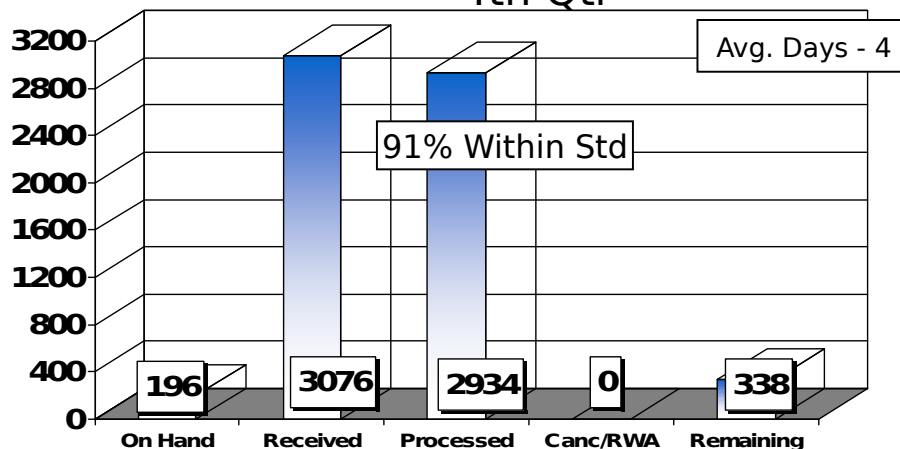
Aug



Sep



4th Qtr



ANALYSIS: Non-recruitment actions processed within 5 days of receipt in SSD remained steady at 91%. The overall average time to process actions improved from 5 to 4 days. Volume of actions processed also increased this quarter (from 2360 to 2934).



TOPIC: Non-Recruitment Actions Processed - Fort Irwin

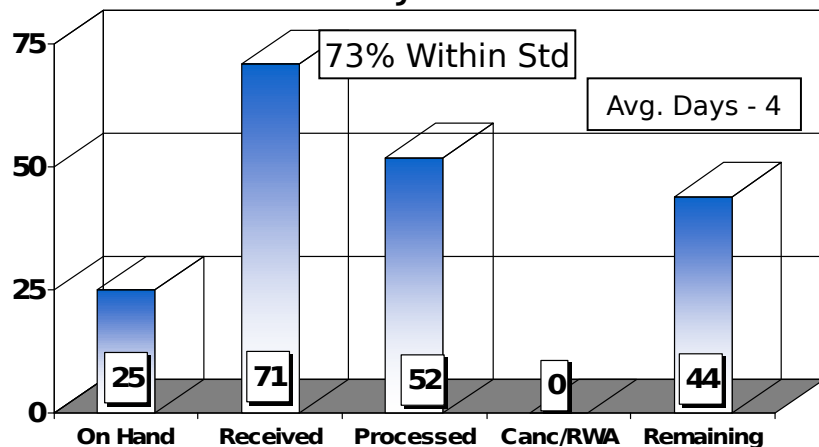
**4TH QTR-
FY99**

PROPONENT: WCPOC - SSD

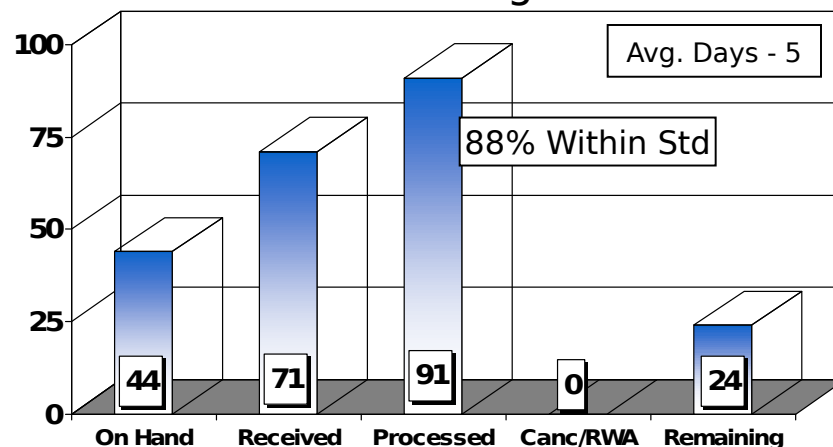
ASSESSMENT: Amber

STANDARD: 5 Calendar Days Avg. from Date Rec'd in SSD

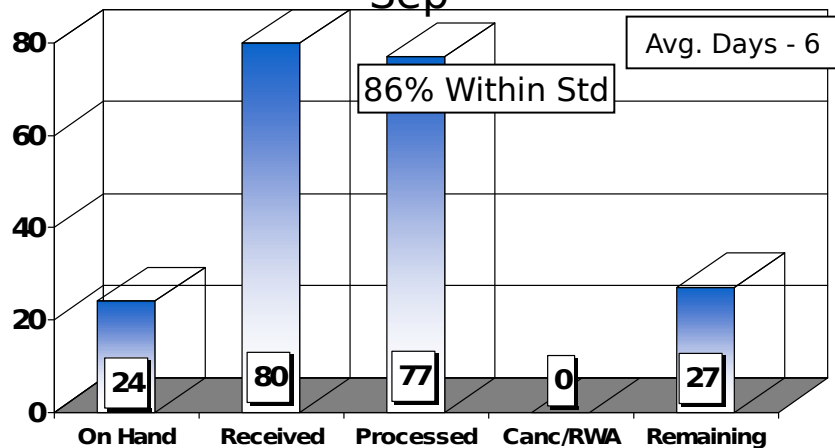
Jul



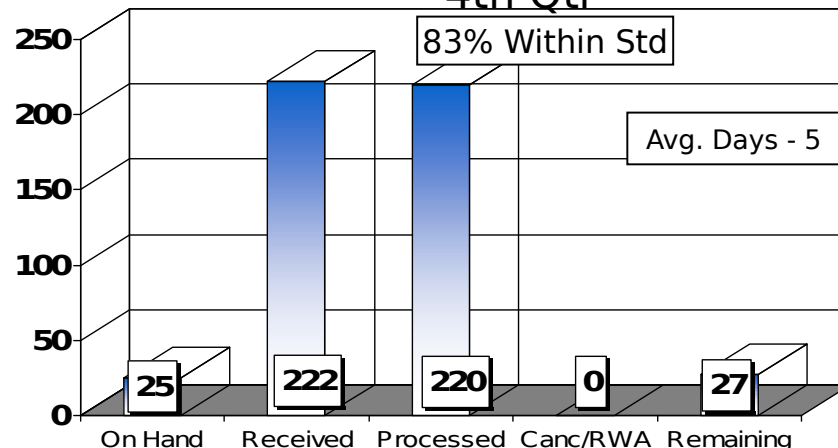
Aug



Sep



4th Qtr



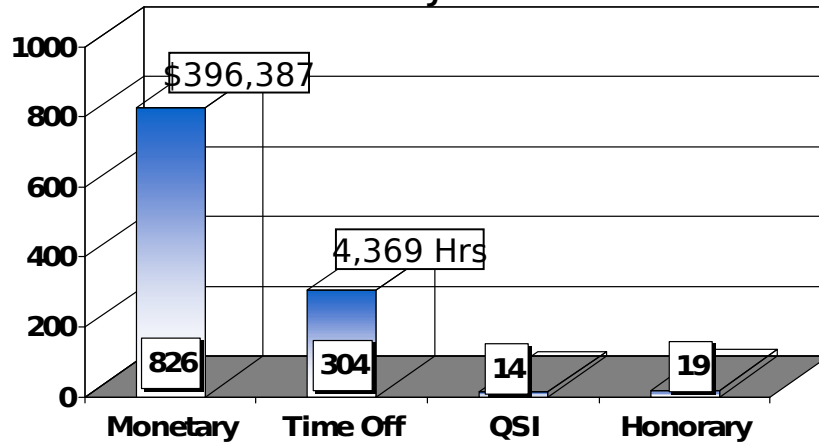
ANALYSIS:

Eighty-three percent of all non-recruitment actions were processed within 5 days of receipt in SSD, a slight increase from last quarter's performance of 82%. The overall average time to process actions was 5 days. Continued improvement is expected through closer emphasis on workload management, personnel training and quality control.

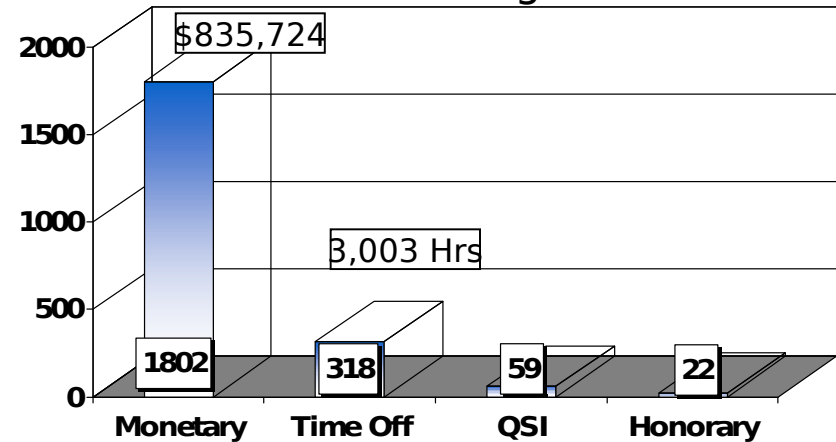


TOPIC:**Awards Processed - All Serviced****4TH QTR-
FY99****PROPONENT: WCPOC - SSD**

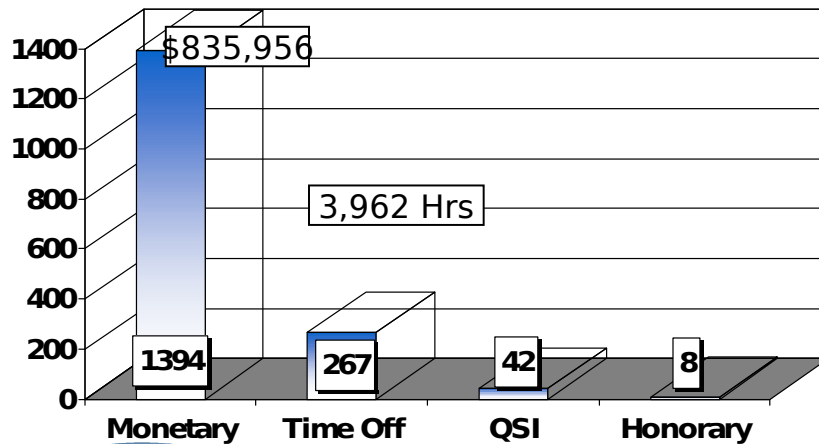
Jul



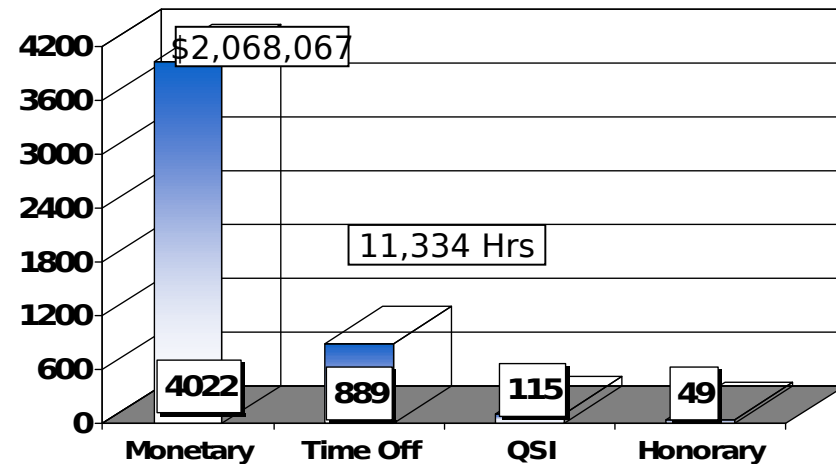
Aug



Sep



4th Qtr



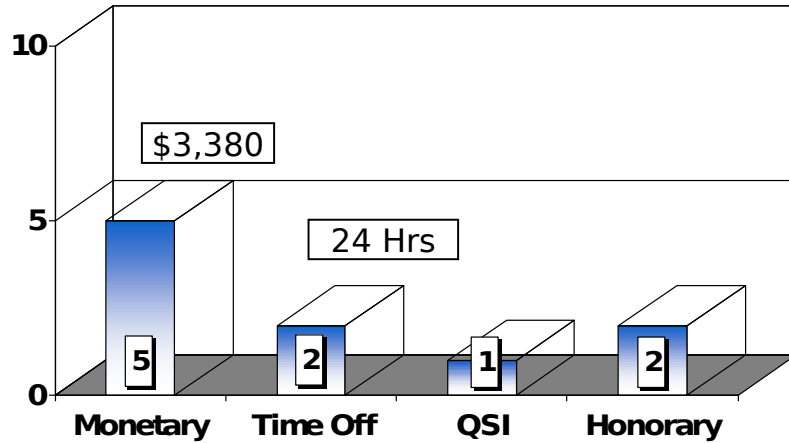
TOPIC:

Awards Processed - Fort Irwin

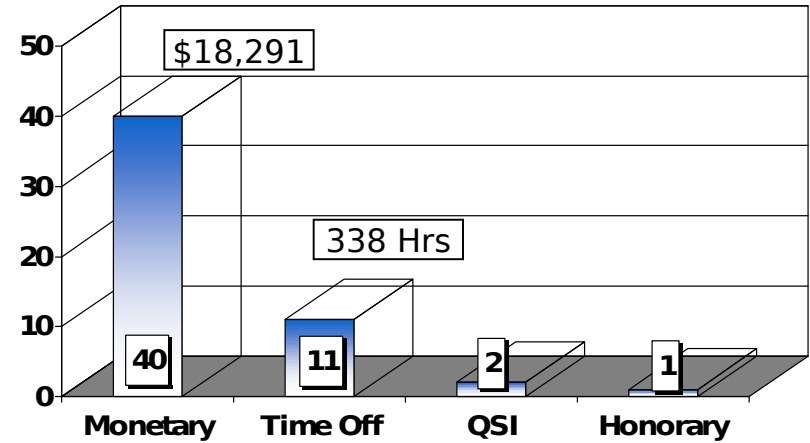
**4TH QTR-
FY99**

PROPONENT: WCPOC - SSD

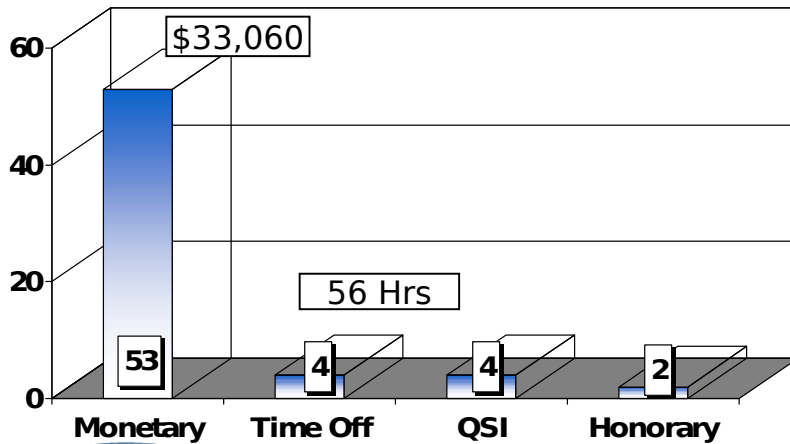
Jul



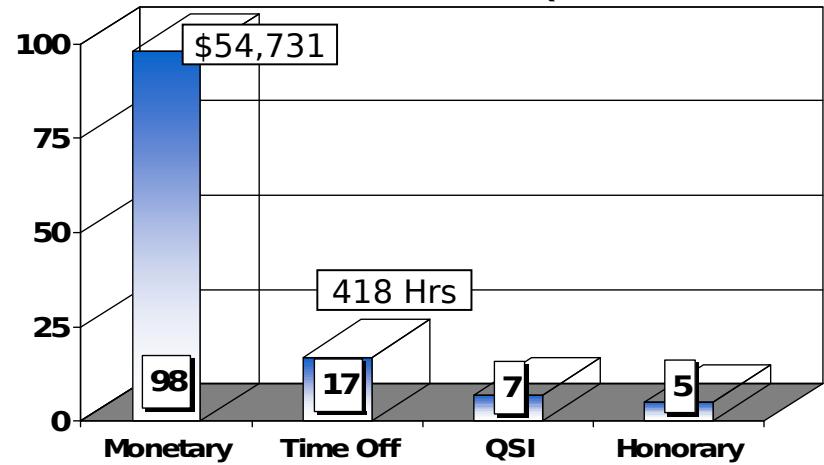
Aug



Sep



4th Qtr

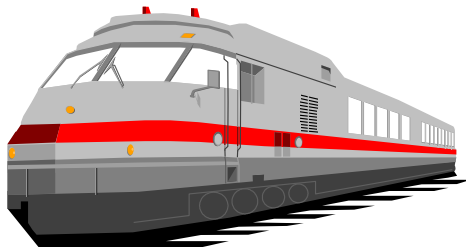


Section 5

Training and Developing Employees

Proponent: WCPOC, Human Resource Development Division

| Sub-Section | Topic | Remarks |
|-------------|-----------------------------|--|
| N/A | Training Requests Processed | Provides data regarding timeliness and volume of training request processing into the database. Also includes total employee hours spent in training and the dollars invested. |



TOPIC: Training Requests Processed - All Serviced

**4TH QTR-
FY99**

PROPONENT: WCPOC - HRDD

ASSESSMENT: Green

STANDARD: 7 Calendar Days from Receipt

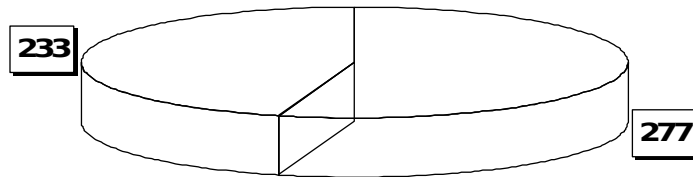


Manual DCPDS

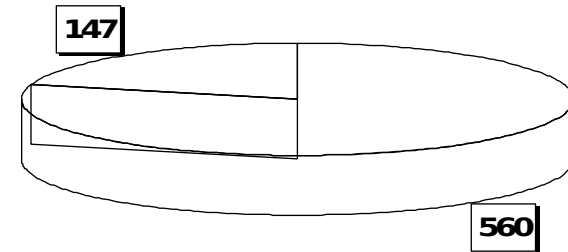


TRAIN FPI

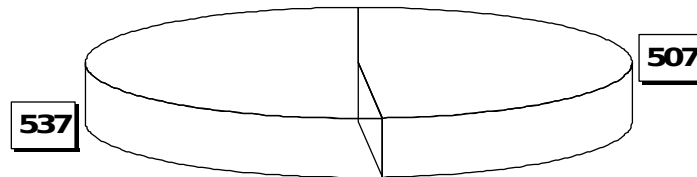
Jul



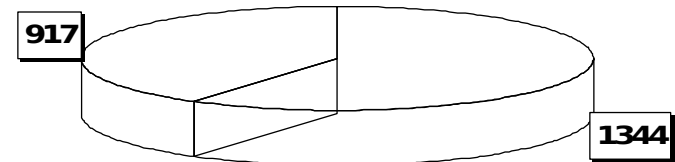
Aug



Sep



4th Qtr



Training Investment: :
\$887,432

Training Hours: 49,255

ANALYSIS: All records of completed training received by the WCPOC were processed within standard. Forty-one percent of training completions were processed using the TRAIN FPI. The CPOC continues to encourage use of TRAIN and has offered to provide additional assistance and training wherever desired.



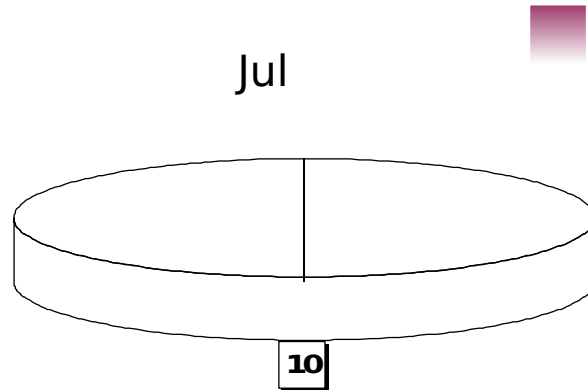
TOPIC: Training Requests Processed - Fort Irwin

**4TH QTR-
FY99**

PROPONENT: WCPOC - HRDD

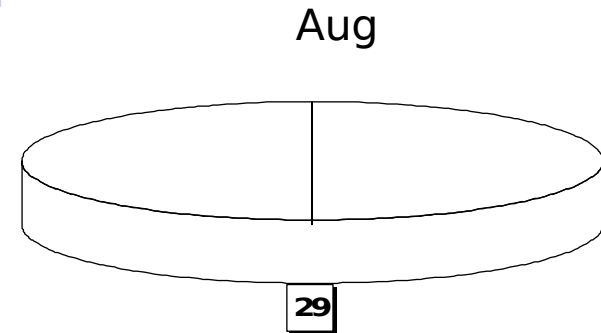
ASSESSMENT: Green

STANDARD: 7 Calendar Days from Receipt



Manual DCPDS

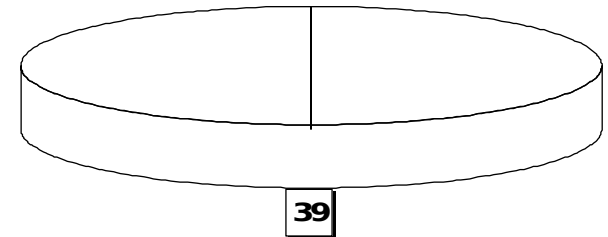
TRAIN FPI



Sep

4th Qtr

NONE PROCESSED



**Training Investment: :
\$150.00
Training Hours: 337**

ANALYSIS: Intensive on-site assistance and training on the TRAIN FPI was provided late in the 3rd quarter. As a result, all training completions for Fort Irwin were processed through the use of TRAIN.



SECTION 6

Providing Information Services

Proponent: WCPOC, Information Services Division

Sub-
Section

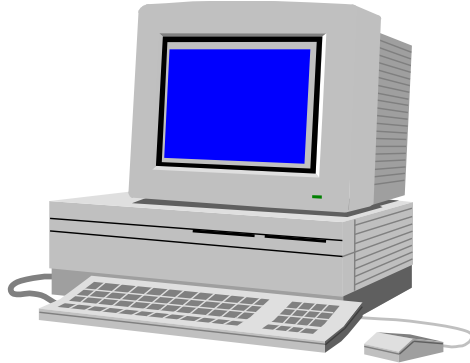
N/A

Topic

FPI Usage

Remarks

Provides data on Functional Process Improvement (FPI) usage by managers in the region. The number of log-ins is the number of times that managers/resource managers entered the system. The number of accounts is the total accounts that have been built for managers or resource managers to use any of the FPI modules.

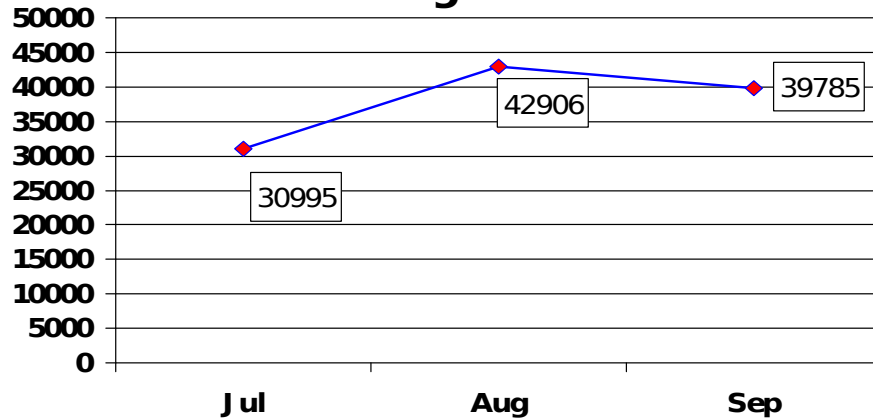


TOPIC: FPI Usage - All Serviced

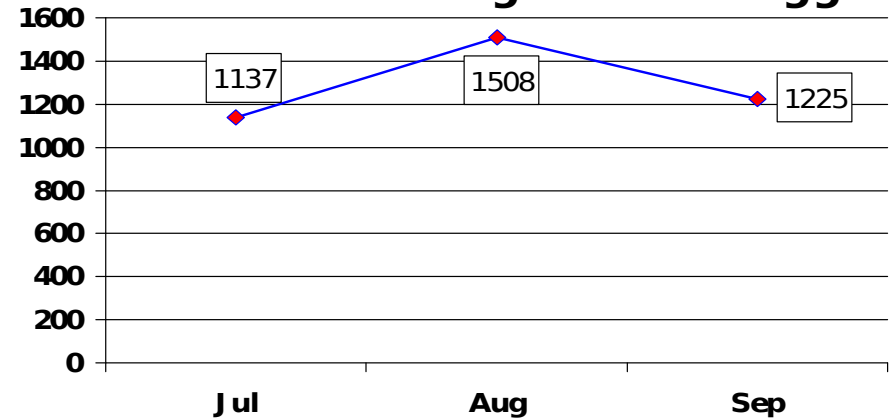
4TH QTR-FY99

PROPONENT: WCPOC-ISD

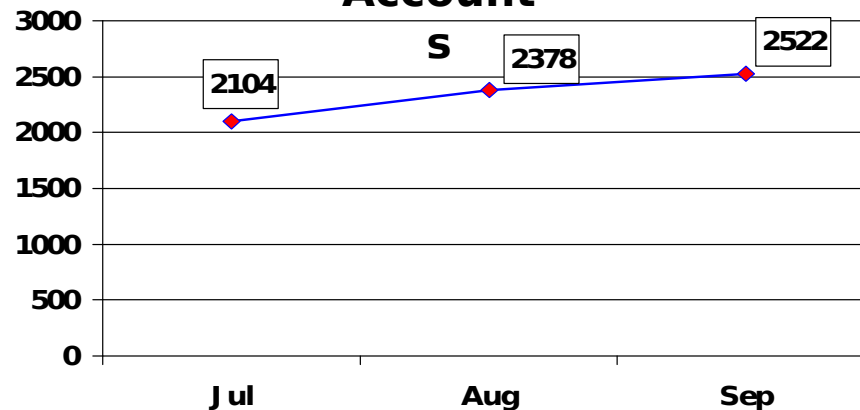
Logins



Number of Managers that Logged In



Account



ANALYSIS: COE South Pacific Division and COE , Portland transitioned this quarter requiring the creation of more than 400 new FPI accounts. Over 600 unused FPI accounts were inactivated, so although the number of FPI accounts increased during the quarter by almost 20%, the total number of accounts decreased from last quarter by over 200. With two new CPACs, the number of Logins increased by about 30%. With the inactivation of unused accounts, the Number of Managers that Logged In increased by more than 60%, with the percentage of Managers using the FPIs increasing from about 32% last quarter to more than 60%.

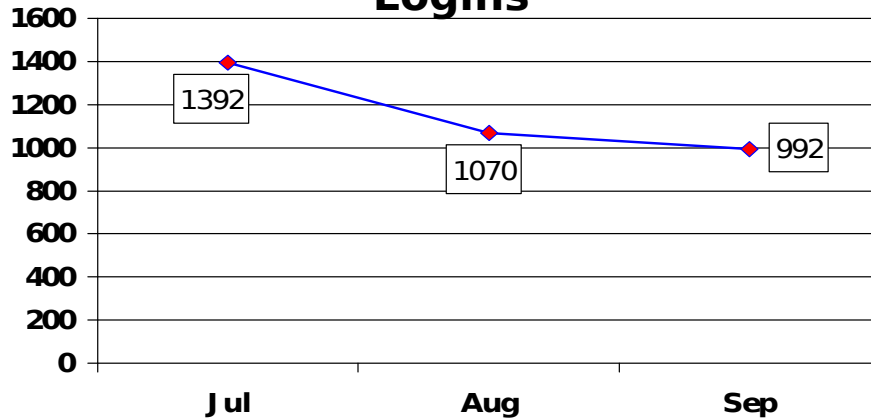


TOPIC: FPI Usage - Fort Irwin

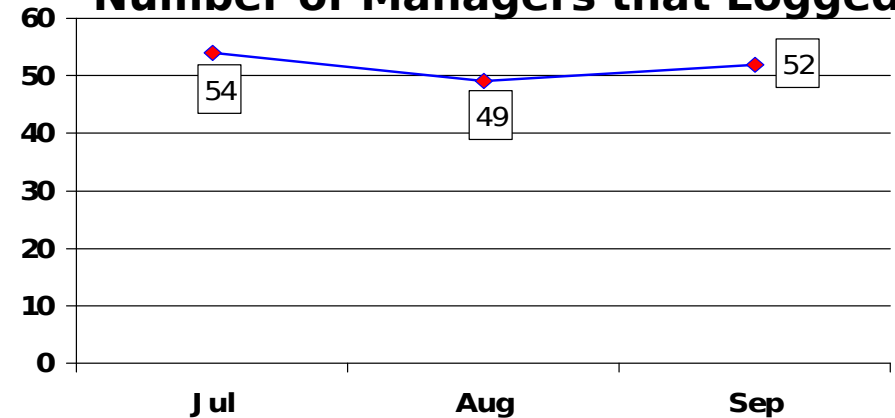
4TH QTR-FY99

PROPONENT: WCPOC-ISD

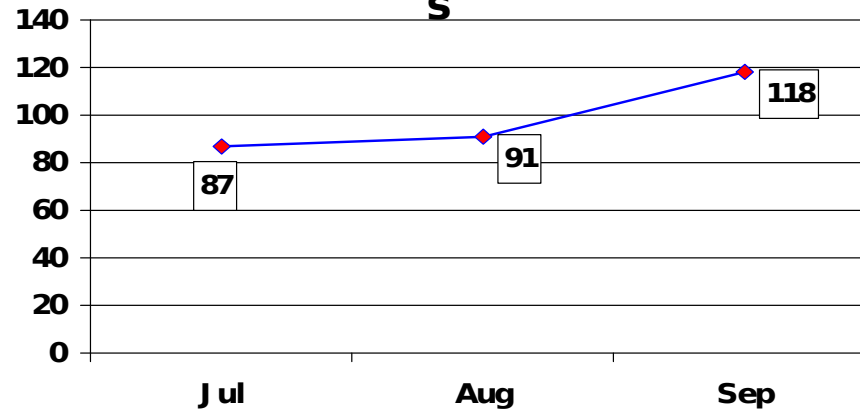
Logins



Number of Managers that Logged In



Accounts



ANALYSIS: The number of Managers using the FPIs increased significantly from about 28% last quarter to about 53% this quarter.